



**Australian Government Senate Inquiry**

**into**

**Industry Skills Councils**

**Submission**

Prepared by the  
Community Services and Health  
Industry Skills Council

August 2010

CS&HISC is uniquely positioned to broker and harness advice nationally across the diversity of the community services and health industries, and to use this advice in the development of products and information supporting workforce development and reform.

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## Introduction

The Community Services and Health Industry Skills Council (CS&HISC) welcomes the Australian Government Senate's *Inquiry into Industry Skills Councils* and the opportunity to profile the role and impact of the work of CS&HISC on the growth and formation of the rapidly expanding community services and health workforce.

### Formation of CS&HISC

CS&HISC was first established in the early nineties as the National Community Services and Health Industry Training Advisory Board, and has used its unique position as a national body to lead the introduction of the national qualifications and competency standards in the health and community services industry over the past fifteen years.

### Industries

The Australian community services and health industries employ almost 1.2 million workers.<sup>1</sup> Our industries have experienced the fastest workforce growth of all Australian industries in the ten years to 2009 resulting in 20% of all new jobs and 410,800 new workers. This is reflected in the number of publicly funded training positions for the health (HLT) and community services (CHC) Training Packages (*Appendix 1: Publicly funded RTO enrolments in CHC02/99 Community Services Training Package and HLT07/02 Health Training Package*). This level of growth is predicted to continue with a further 211,000 jobs by 2014-2015.

Skills Australia further presents a scenario through *Australian Workforce Futures: A National Workforce Development Strategy* where the community services industry is expected to grow second fastest out of all Australian industries at a rate of 4% per annum until 2025. The two highest growing occupations being welfare associate professionals (2.8% per annum) and carers and aides (2.6% per annum). These occupational classifications reflect roles held by aged care workers, disability workers, mental health support workers, alcohol and other drugs workers, counsellors and home and community care workers.

CS&HISC undertakes a process of continuous improvement of the CHC and HLT Training Packages. This is a major undertaking due to the size and complexity of our industries, and the large number and different types of organisations. Broadly, stakeholder types include government, private and non-government employers, unions, professional associations, peak bodies, regulators, government policy bodies, state/territory government agencies, Australian Government agencies, consumer and carers bodies and education and training providers. (*Appendix 2: Occupational roles within the health and community services industries*).

### Consultation and stakeholder engagement

There are now over 160 national qualifications and over 1000 competency standards for community services (CHC08) and health (HLT07) Training Packages reflecting work roles and career pathways. They provide a key foundation for vocational education and training (VET) and represent industry positions, brokered across the diversity of stakeholders, on formation of the workforce needed to meet service delivery demands of the future. CS&HISC has been successful in this work through the application of transparent and thorough consultation across industry at the national level.

### Workforce development supporting future client services

In 2008 the CS&HISC released research identifying that for training and skill development to be successful in meeting the needs across the community services and health sectors and

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<sup>1</sup> *Australian Jobs 2010* [www.deewr.gov.au/Employment/ResearchStatistics/Pages/AustralianJobs.aspx](http://www.deewr.gov.au/Employment/ResearchStatistics/Pages/AustralianJobs.aspx)

enterprises, key preconditions must be addressed. These preconditions include appropriate funding, employment structures, employee capacity to training, sectoral/group organisations and defined consumer profiles<sup>2</sup>. Through this research the CS&HISC signalled to government and industry that further reform is required to ensure community services and health enterprises are consistently able to implement new work roles and practices required to meet future client needs.

Increasing demand for health and community services is being driven by the ageing of the population, increasing rates of disability and persistent rates of chronic disease more prevalent in older age. Our workforce has approximately 40% of workers trained in the higher education sector (e.g. doctors, nurses and allied health professionals) with the remainder of the workforce either untrained or trained in the VET sector. New combinations of workers and jobs are forming to support the shift in service delivery models that emphasise illness prevention, primary health care settings, community and home-based services and better co-ordination across acute/hospital and other services. This shift is also supported by the emerging rights based focus on delivery of services to people with disability and their families and carers.

## Relevance of CS&HISC Skills Development Role

The role of CS&HISC is to ensure work-based skills meet a national quality standard, specifically focusing on client need. CS&HISC identifies, develops and encourages the implementation of these skills. We undertake ongoing review to ensure currency through early-identification of changes in client need and workforce development.

### Validity through consultation

Through extensive research and consultation CS&HISC sets the appropriate skills levels required across both the community services and health industries and all sectors. The skills levels encompass entry-level positions through to vocational graduate diploma, and are developed and reviewed by stakeholders working in and with urban, regional, rural and remote communities. The range of stakeholders consulted in all instances include government, private and non-government employers, unions, professional associations, peak bodies, regulators, government policy bodies, state/territory government agencies, Australian Government agencies, consumer and carers bodies and education and training providers.

Ongoing consultation methods include:

- Forums (Rural and Remote Symposium, Health and Community Services transition workshops, Nurses Forum, Support Health Professions Forum, Making A Difference conferences, Accolades Awards, Allied Health pre-conference workshop, Oral Health Forum)
- Regular communications (monthly newsletter, electronic updates and email alerts, face-to-face meetings, teleconferences, website postings)
- Industry Committees (steering committees, industry reference groups). (See *Appendix 3: Industry Consultation summary July 2008-June 2010*).

CS&HISC has identified the following broad categories of stakeholders in the national training system. Our specific priority stakeholders within the broad groupings including:

- State and Territory Training Agencies and specific Australian Government Departments/Ministries
  - Department of Health and Ageing
  - Department of Human Services
  - Department of Education, Employment and Workplace Relations
  - Department of Families, Housing, Community Services and Indigenous Affairs
  - Attorney General's Department

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<sup>2</sup> CS&HISC 2008, *Identifying Paths to Skill Growth or Skill Recession: A literature review on workforce development in the community services and health industries*, CS&HISC

- Government – employers
  - Australian Health Ministers' Advisory Council
  - Community and Disability Services Ministers' Advisory Council
- Government agencies with regulatory responsibilities relating to the skills of the community services and health workforce
  - Health professional licensing bodies
  - Occupational health and safety authorities
- **Other Peak Bodies** (*See Appendix 4: Other Peak Bodies CS&HISC engages with in the development of research reports, competency development, and training packages reviews*)

### Case studies

#### *Community Services Training Package, and the Aboriginal and Torres Strait Islander Health Worker qualifications*

Appendix 5 and Appendix 6 provide case studies outlining the depth and breadth of research undertaken by CS&HISC in the development of the 2008 update of the Community Services Training Package, and the Aboriginal and Torres Strait Islander Health Worker qualifications.

In short, the review of CHCO2 for development of CHC08 involved consultation with five industry sector governance groups, over 1000 attendees at project events, more than 800 items of written feedback and generated 100 formal letters of support from key stakeholder organisations. In developing the Aboriginal and Torres Strait Islander Health Worker qualifications, CS&HISC established consultation networks in each state and territory for the development of these qualifications including the National Aboriginal Community Controlled Health Organisation (NACCHO) and its state/territory affiliate bodies and the Aboriginal and Torres Strait Islander Health Workforce Working Group

## **Accountability**

Our current 2008-2011 DEEWR funding is to:

- provide integrated industry intelligence and advice to Skills Australia, government and enterprises on workforce development and skills needs
- actively support the development, implementation and continuous improvement of high quality training and workforce development products and services including Training Packages
- provide independent skills and training advice to enterprises, including matching identified training needs with appropriate training solutions
- work with enterprises, employment service providers, training providers and government to allocate a proportion of 450,000 additional training places.

### **Additional projects and funding**

The CS&HISC has augmented funding provided by DEEWR for additional targeted competency and qualifications development, resources products, and career promotional materials. Funding for additional services has been provided, and tendered for, through key government agencies including the Australian Government Departments of Health and Ageing, Families Community Services, Housing and Indigenous Affairs, the Attorney General's Department and other branches of DEEWR. (*Appendix 7: Selected competency projects and resources developed between 2008-2010*).

### Case study

#### *National Disability Workforce Plan*

In June 2008, CS&HISC was invited to develop a workforce plan for the disability sector by the Community and Disability Ministers Advisory Council (CDSMAC). In June 2010, CS&HISC submitted the *Increasing Workforce Capacity* report to CDSMAC and the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) as part of the National

Disability Strategy. This report will guide future service design and funding in the disability sector and inform workforce and skills development policy.

## **Future-planning**

CS&HISC captures the key drivers and challenges impacting workforce development through its annual Environmental Scan. CS&HISC works with funding and policy bodies other than DEEWR that have a stake in the skills of the community services and health workforces especially the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) and the Department of Health and Ageing (DoHA).

In 2011-2014, CS&HISC envisages key workforce development challenges, as identified by our *Environmental Scan 2010*, to be:

- Developing a workforce to support the shift towards service models that emphasise prevention, primary, community and home-based services
- Building management capacity in the community services and health industries
- Development new skills and roles to address increased complexity of client needs
- Increasing the use of assistant and advanced practitioner roles
- Supporting the policy focus on integrated models of service delivery
- Addressing conditions, recruitment and retention in community services
- Addressing labour shortages in rural and remote areas

## **Governance**

The Board of CS&HISC is structured to maximise critical stakeholder engagement and balance positions and relationships between public employers, private employers and unions.

The 12-member Board draws its Directors equally from three categories of membership:

- Public (Government) Employers
- Private Employers
- Union Members

CS&HISC has the capacity to efficiently, effectively and independently co-ordinate the establishment of industry wide positions and views needed to support development of workforce development products, services and advice at the national level. (See *Appendix 8: CS&HISC Board Representation*)

## **Board Review**

In late 2006, the CS&HISC Board undertook its first review of its governance arrangements including an evaluation of governance processes, committee structures procedures and Operations Manuals. In line with best-practice principles, a further 2010 governance review is currently underway.

## **ISC-Partnership Projects**

CS&HISC participates in the Joint ISC Forum formed in 2005. The forum meets three to four times a year to progress specific issues, and meetings include CEOs and/or Chairs.

CS&HISC additionally participates in the following joint ISC groups:

- Technical Managers' Working Group
- Workforce Development Managers' Working Group
- Project Managers' Working Group
- Finance Managers' Working Group

All ISCs collaborate to avoid duplication of competency standards across Training Packages. CS&HISC activity in this area includes establishment of industry wide common competency standards for first aid and extensive use of standards from other industries. CS&HISC also meets regularly with its state/territory ITABs as a collaborative network, to collect and validate industry intelligence, discuss issues of national relevance and co-ordinate joint national activities.

## Financial reserves

CS&HISC accumulates reserves through the sale of value-added resources supporting our core training package qualifications and skill sets; the provision of workshops and seminars assisting the implementation of training packages; contract management fees; and prudent investment. CS&HISC also sources additional government funding through competitive grants and tenders to fund competency and resource development that complement and enhance training packages. The extract from Audited Financial Statements below outlines the additional revenue streams CS&HISC that generate the surpluses that have built our reserves. Appendix 9 provides financial results for 2008 to 2009 compared to budget.

Note that: CS&HISC accumulated reserves are not built on unacquitted or unspent public funding. Public funders have the right to withhold or suspend any payment in whole or part if CS&HISC has not performed contract obligations or if CS&HISC has outstanding unacquitted money under any funding arrangement.

Under a practice of responsible governance, reserves have been accumulated to position CS&HISC to respond to immediate industry needs over and above those predicted in the triennial funding, and in the event that ISC funding through DEEWR be reduced or removed to enable CS&HISC to provide ongoing support to its industries until further funding can be secured, or while the organisation is wound-down.

*Community Services & Health Industry Skills Council  
Audited Financial Statements (Extract)*

	30-Jun 2007	30-Jun 2008	30-Jun 2009
<b>REVENUE</b>			
DEEWR ISC Funding	1,256,115	1,844,230	2,492,879
Sale of Training Packages and Support Materials	178,016	54,392	254,346
Other Govt funded initiatives	1,565,775	2,233,576	1,826,080
Contract management fees	313,656	399,708	220,104
Conferences and workshops	183,742	306,890	663,580
Interest received	135,133	188,027	121,919
Other revenue	7,469	2,779	32,779
Total revenue	3,639,906	5,029,602	5,611,687
<b>EXPENDITURE</b>	3,228,226	4,977,050	5,144,982
<b>SURPLUS attributable to reserves</b>	411,680	52,552	466,705



## Implementation of Specific Training Initiatives

### Sustainability

One of several resolutions within the COAG-endorsed Australian Green Skills Agreement was to task all ISCs with embedding skills for sustainability throughout the national training packages by the end of 2010. CS&HISC adopted a broader, more holistic definition of the term 'sustainability' to encompass principles of workforce, economic and social sustainability in addition to environmental sustainability. Industry feedback has supported this move as innovative and appropriate, and likely to increase community services and health industry integration of sustainability principles into work roles and organisations.

In order to address sustainability skills CS&HISC audited the community services and health work roles as they are currently described by qualifications in the Training Packages. This audit revealed limited explicit coverage of principles of environmental sustainability, some coverage of economic and workforce sustainability and broad coverage of social sustainability. From this audit, seven recommendations were proposed and agreed by DEEWR for enhancing the Health and Community Services work roles described in the existing Training Packages. Draft versions of the Training Packages with proposed enhancements are currently available for consultation.

### Enterprise Based Productivity Places Program

CS&HISC has brokered the allocation of EBPPP funding on behalf of the Commonwealth against key criteria relating to enhanced productivity and addressing industry workforce development challenges included in the CS&HISC Environmental Scan 2010.

The feedback provided by the ISCs earlier this year regarding the quantity of training needed to meet skill and occupation priorities encouraged DEEWR to increase Round 2 funding from a planned \$25M to \$50M. Combined Round 1 and Round 2 for the community services and health industries was \$4 million. This represents close to 800 training places across 500 individual organisations, covering 25 priority community services and health qualifications, and 13 sectors. Fifty-two percent have been allocated to small enterprises (less than 100 employees) of which a significant number of these have less than 10 employees or are self-employed.

### Other initiatives linked to national priorities

CS&HISC has responded to other nationally-significant agendas by developing competencies to enhance core training packages. These include:

- national competency standards for oral health services to be delivered by non-oral health specific workers. These competencies will support training to address priorities of *Healthy Mouths, Healthy Lives – Australia's National Oral Health Plan 2004-2013*
- competency standards for front line community services workers to enhance language, literacy and numeracy (LLN) ability of their clients are under development as part of the range of LLN responses established by DEEWR
- mental health worker peer support competency standards to support emerging roles of mental health consumers in supporting outcomes for clients in government and community mental health services
- a Family Day Care Workforce Development project to determine best practice training and assessment delivery for the family day care sector. Traditional classroom based education and training is not suited to this workforce and project outcomes will include new approaches to training and support the national children's services quality agenda.

## Appendices

### Appendix: 1

Publicly funded RTO enrolments in CHC02/99 Community Services Training Package and HLT07/02 Health Training Package

	2002	2003	2004	2005	2006	2007	2008
CHC02/99	78,905	84,435	90,965	99,275	107,310	113,530	124,733
HLT07/02	155	6,345	10,270	13,275	13,495	15,855	35,629

**Source:** *National Centre for Vocational Education and Research (NCVER), 'Course enrolments in Community Services and Health Training Packages 2008', req. no. 22862. NCVER, Adelaide.*

### **Health Occupation Titles**

Aboriginal and Torres Strait Islander health education officer  
Aboriginal and Torres Strait Islander health worker/community health  
Aboriginal and Torres Strait Islander health worker (community health)/(specialist)  
Aboriginal and Torres Strait Islander hospital liaison officer  
Administration supervisor/support/worker  
Admissions clerk  
Advanced testing and collection officer  
Allied health assistant/community worker  
Ambulance attendant/call taker/officer  
Ambulance paramedic  
Ambulance community officer/support officer  
Ambulance transport attendant/officer  
Ambulance Dispatcher  
Anaesthetic assistant  
Anaesthetic or anaesthesia technician  
Anaesthetic paramedical officer  
Area health education officer  
Area manager, health promotions  
Aromatherapist  
Aromatic medicine practitioner  
Assistant Aboriginal and Torres Strait Islander community health worker  
Assistant community health worker/women's health  
Assistant cook  
Assistant manager  
Assistant massage therapist  
Assistant project officer  
Assistive technology technicians  
Audiometrist  
Ayurveda practitioner/therapist/lifestyle consultant/assistant  
Botanical medicine practitioner  
Business manager  
Cancer notifications coordinator  
Cardiac technician  
Cast technician  
Casual ambulance officer  
Chinese remedial massage practitioner  
Cleaner  
Clerk  
Clinical aromatherapist

Clinic coordinator (Aboriginal and Torres Strait Islander and Torres Strait Islander health)  
Clinical coding clerk  
Communications call taker  
Community based first responder  
Coordinator Aboriginal and Torres Strait Islander neighbourhood house  
Community development worker  
Community health worker  
Coordinator, Aboriginal and Torres Strait Islander neighbourhood house  
Coordinator, needle and syringe exchange program  
Coordinator, regional women's health  
Community health worker/coordinator (Aboriginal and Torres Strait Islander and Torres Strait Islander health)  
Community rehabilitation allied health assistant  
CSSD supervisor  
Data entry supervisor  
Dental assistant  
Dental laboratory assistant  
Dental prosthetist/technician  
Dietetic assistant  
Disease control officer  
Dispensing technician  
Distribution technician  
Domestic assistant  
Ednet community educator  
Emergency medical responder  
EMS first responder  
Emergency patient transport officer  
Enrolled nurse  
Environmental health worker/officer  
Environmental health field support officer - Aboriginal and Torres Strait Islander communities  
Environmental health officer  
Environmental field support officer - Aboriginal and Torres Strait Islander community  
Environmental health worker  
Environmental technical officer  
Experienced specimen collector  
Executive assistant  
First aid provider  
Food service assistant/worker  
Gay education and outreach officer  
Gay education services officer/men's support  
Grounds maintenance worker  
Head hyperbaric technical officer  
Health care provider (Defence)  
Health liaison worker  
Health promotion officer/project officer  
Health promotion project officer

Health sponsorship coordinator  
 Healthy housing worker  
 Hearing aid audiometrist  
 Herbalist  
 Herbal medicine practitioner  
 Homoeopathic practitioner  
 Honorary ambulance officer  
 Hospital assistant  
 Hospital pharmacy assistant/technician  
 Hyperbaric system maintenance manager  
 Hyperbaric technical officer/Grade One/  
 Grade Two  
 Immunisation and TB coordinator  
 Indigenous environmental health worker  
 Indigenous public health officer  
 Indigenous environmental health worker  
 Indigenous public health officer  
 Indigenous environmental health  
 worker/support worker  
 Industrial medic  
 Instrument technician  
 Intensive care paramedic  
 Kinesiologist  
 Kinesiology practitioner  
 Laboratory aide  
 Laundry leading hand/worker  
 Maintenance assistant/supervisor  
 Manager (Aboriginal and Torres Strait  
 Islander and Torres Strait Islander health)  
 Manager, migrant health services  
 Massage therapist/ therapy practitioner  
 Medical assistant/Defence  
 Medical records section leader  
 Mobile intensive care ambulance  
 paramedic  
 Mortuary assistant/attendant/ technician  
 Natural therapist/ Naturopathic practitioner  
 Natural medicine practitioner  
 Neurophysiology technician  
 Nursing assistant  
 Nursing support worker  
 Nutritional medicine practitioner/therapist  
 Occupational therapy assistant/officer  
 Operating theatre technician  
 Optical dispenser/mechanic/technician  
 Orderly  
 Outreach worker, needle and syringe  
 exchange program  
 Pathology  
 assistant/collector/courier/technician  
 Patient service/support attendant  
 Patient transport attendant/officer  
 Peer educator  
 Pharmacy assistant/technician  
 Physiotherapy assistant  
 Phytotherapist  
 Plaster orderly  
 Podiatry assistant

Porter  
 Post mortem assistant  
 Practice manager  
 Primary health care worker (Aboriginal  
 and Torres Strait Islander and Torres  
 Strait Islander health)  
 Program manager (Aboriginal and Torres  
 Strait Islander and Torres Strait Islander  
 health)  
 Reflexologist  
 Regional programs coordinator  
 Registered Nurse Division 2  
 Registry officer, cancer surveillance  
 Rehabilitation engineering technician  
 Remedial massage therapist/practitioner

### **Community Services Occupation titles**

Aboriginal and Torres Strait Islander  
 community development worker  
 Aboriginal and Torres Strait Islander  
 education officer  
 Aboriginal and Torres Strait Islander  
 housing worker  
 Aboriginal and Torres Strait Islander  
 language and culture teaching assistant  
 Aboriginal and Torres Strait Islander  
 manager (small-medium size  
 organisation)  
 Aboriginal and Torres Strait Islander  
 tenancy worker  
 Aboriginal family consultant  
 Aboriginal or Torres Strait Islander  
 community development worker  
 Accommodation support worker  
 Activities coordinator/officer  
 Administrative assistant/officer/support  
 worker  
 ADR practitioner  
 Advanced practitioner in social housing  
 Advocacy worker  
 Alcohol and other drugs telephone  
 counsellor  
 Alternative care workers  
 Assessment officer  
 Assessor  
 Assistant community services workers  
 Assistant coordinator  
 Assistant hostel supervisor  
 Assistant in nursing  
 Assistant OSHC coordinator  
 Assistant team leader  
 Associate employment consultant  
 Authorised supervisor (children's services)  
 Barrister mediator  
 Behavioural support officer

Care assistant/worker  
 Care coordinator  
 Care manager  
 Care service employee  
 Care supervisor  
 Care team leader/worker  
 Career and transition services coordinator  
 Career development practitioner  
 Career information officer  
 Case coordinator  
 Case manager  
 Case support worker  
 Case worker  
 Case worker or manager  
 Celebrant  
 Centre manager  
 Centre manager (children's services)  
 Chief executive officer  
 Child and family counsellor  
 Child and family support service coordinator  
 Child care assistant/worker  
 Child development worker  
 Child protection worker/support worker  
 Child protection worker/practitioner  
 Child safety officer  
 Children's adviser  
 Children's contact facilitator/support worker  
 Children's service director/manager  
 Children's services coordinator  
 Children's/youth support worker  
 Civil celebrant  
 Clerical worker/assistant/contact  
 Client intake worker  
 Client service assessor  
 Client service officer  
 Community access coordinator  
 Community advisory worker  
 Community builder  
 Community care manager/officer/worker  
 Community development worker (youth)  
 Community education manager/worker  
 Community house worker  
 Community legal officers  
 Community leisure coordinator/officer  
 Community rehabilitation and support worker  
 Community services manager/worker  
 Community worker/support worker  
 Community visitors  
 Contact officers  
 Contact service practice manager  
 Coordinator family services  
 Coordinator relationship education services  
 Coordinator voluntary work  
 Coordinator youth and family services  
 Coordinator youth services  
 Coordinator social housing  
 Coordinator volunteer programs  
 Cottage parent  
 Counsellor  
 Couples counsellor  
 Court coordinator  
 Court support worker  
 Customer service staff/officer  
 Day activity worker  
 Detoxification worker  
 Development officer  
 Direct care  
 Director (children's services)  
 Disability development and support officer  
 Disability service officer/worker  
 Dispute resolution facilitator  
 Diversional therapist/assistant  
 Divorce counsellor  
 Domestic assistant  
 Domestic violence help line telephone counsellor  
 Domestic violence worker  
 Drug and alcohol worker  
 Early intervention homelessness worker  
 Economic development manager  
 Education assistant  
 Education assistant (special needs)  
 Education officer/support worker  
 Education worker  
 Employment consultant  
 Employment consultant – case manager  
 Employment consultant – employer marketing and liaison  
 Employment consultant – job placement  
 Employment consultant – training  
 Employment coordinator (disability)  
 Employment services administrative support  
 Employment services program manager  
 Employment services receptionist  
 Employment services site/branch manager  
 Employment services team leader  
 Entry level case worker  
 Executive officer  
 Family and child mediator  
 Family and couples mediator  
 Family assessment worker  
 Family celebrant  
 Family counsellor  
 Family day care worker  
 Family law mediator  
 Family relationship counsellor  
 Family relationship support worker  
 Family relationship worker  
 Family relationships mediator/support worker

Family skills worker  
 Family support worker/protection planner/prevention worker  
 Family support/prevention worker  
 Family/parent educator/facilitator  
 Fathers' worker  
 Field officer  
 Financial counsellor  
 Food services deliverer  
 Foster parent/carer  
 Funeral celebrant  
 Gardener/grounds person  
 Gay and lesbian help-line telephone counsellor  
 Group coordinator/facilitator  
 Group leader/worker/team coordinator  
 Health education officer  
 Home based care worker  
 Home care assistant/worker  
 Home helper  
 Home maintenance worker  
 Home tutor  
 Homeland teaching assistant  
 Hostel supervisor  
 Housekeeping assistant  
 Housing manager/assistant  
 Housing services officer/support worker  
 In-home respite care worker  
 Inclusion support facilitator  
 Indigenous connection worker  
 Indigenous family consultant/facilitator  
 Indigenous housing officer  
 Indigenous language and culture teaching assistant  
 Indigenous youth worker  
 Information and referral worker  
 Information worker  
 Intake and referral worker (Aboriginal)  
 Job coordinator  
 Job search training consultant  
 Juvenile justice coordinator/court officer  
 Language worker  
 Laundry assistant  
 Leisure officer  
 Leisure services coordinator / manager  
 Lifestyle support officer  
 Literacy worker  
 Local support coordinator  
 Loss and grief celebrant  
 Manager of an ADR service  
 Manager, volunteers  
 Marriage and family educator  
 Mediation case worker  
 Men's help line telephone counsellor  
 Men's service officer  
 Mental health community worker  
 Mental health outreach worker  
 Mental health rehabilitation support worker  
 Mental health support worker  
 Mobile assistant  
 Nanny  
 Neighbourhood centre coordinator/manager/worker  
 Neighbourhood renewal workers  
 Night/community patrol workers  
 Non-residential case worker/team leader  
 Nursing assistant  
 OSHC assistant  
 Out of home care provider  
 Outcomes manager  
 Outreach officer  
 Outreach worker/support worker  
 Outside school hours care assistant/coordinator/supervisor  
 Para-legal workers  
 Parent educator  
 Pastoral care counsellor/manager/worker  
 Personal adviser  
 Personal care assistant  
 Personal care giver  
 Personal care worker  
 Planned activity assistant  
 Play leader  
 Playgroup supervisor  
 Policy worker, social housing  
 Problem gambling worker  
 Program area manager  
 Program coordinator – social programs  
 Program coordinator or manager  
 Program development worker  
 Program leader  
 Program leader (children's services)  
 Program manager/officer  
 Program or service manager/coordinator  
 Program support worker  
 Project manager  
 Project officer (life enhancement team)  
 Property worker/asset manager (specialist)  
 Protective case worker  
 Provision of emergency relief  
 Psycho-educational/social trainer  
 Reception/front desk staff  
 Recreation activities officer/assistant/leader  
 Recreational youth activities worker  
 Referrals manager  
 Relationship educator  
 Relationship, marriage and family educator  
 Residential aide/care officer / support worker  
 Rural financial counsellor  
 School support officer (working with children with disabilities)  
 Section supervisor

Secure environment worker  
 Senior case manager/worker  
 Senior client service officers – generalist/specialist  
 Senior community care worker  
 Senior disability worker  
 Senior employment consultant  
 Senior financial counsellor  
 Senior housing officer/manager  
 Senior personal care assistant  
 Senior play leader  
 Senior youth justice officer  
 Senior youth officer/worker/chaplain  
 Separations counsellor  
 Service coordinator  
 Service director/manager  
 Service or program coordinator  
 Sessional contact worker/supervisor  
 Settlement worker  
 Shift supervisor/team leader  
 Social educator/trainer  
 Social welfare worker  
 Specialist mediation worker  
 Supervisor  
 Support facilitator  
 Support worker  
 Support worker (children with disabilities)/(specialist)  
 Support worker residential  
 Supported housing worker  
 Teacher aide/assistant  
 Team leader, social housing  
 Team supervisor  
 Tenancy advice manager  
 Tenancy worker/administration worker  
 Tenant advice and advocacy service coordinator  
 Tenants working in a range of areas  
 Therapeutic worker  
 Training and placement officer  
 Training manager, social housing  
 Transport coordinator  
 Transport support worker  
 Unit coordinator/manager/leader  
 Vacation care coordinator/ supervisor  
 Visits coordinator  
 Volunteer program manager  
 Volunteer tenant manager  
 Welfare rights worker/ support worker  
 Welfare worker  
 Workers in peak organisations  
 Workplace chaplain  
 Youth alcohol and other drugs worker  
 Youth and family resource officer/service worker  
 Youth case worker (community health service setting – non residential)  
 Youth help line telephone counsellor  
 Youth housing support worker  
 Youth justice area manager  
 Youth justice officer  
 Youth residential worker  
 Youth support case worker  
 Youth work team leader  
 Youth worker/juvenile justice  
 Schools program  
 Screening Audiometrist  
 Seating technician  
 Senior Aboriginal and Torres Strait Islander health worker  
 Senior cleaner  
 Senior clerk  
 Senior clinical coder  
 Senior hyperbaric technical officer  
 Senior instrument technician  
 Senior kitchen hand  
 Senior mortuary assistant/technician  
 Senior pharmacy technician  
 Senior project officer  
 Senior theatre technician  
 Senior theatre wardsperson  
 Shiatsu practitioner/therapist  
 Sleep technician  
 Specialist kinesiology practitioner  
 Specialist specimen collector/officer/reception assistant  
 Speech pathology assistant  
 Sterilisation supervisor/assistant/technician  
 Stolen generation worker  
 Stores assistant  
 TCM remedial massage practitioner/therapist  
 Team leader for clinical services  
 Technical assistant  
 Technical facility manager  
 Theatre support  
 Therapy assistant  
 Tui Na practitioner  
 Volunteer first aider  
 Volunteer ambulance officer  
 Ward assistant/clerk/Wardsperson  
 Western herbal medicine practitioner  
 Women's health educator  
 Workplace first responder

## **Appendix: 3**

*Industry Consultation summary July 2008-June 2010 - attached as a separate document*

## **Appendix: 4**

*Other Peak Bodies CS&HISC engages with in the development of research reports, competency development, and training packages review:*

### **Other Peak Industry Bodies**

Aged & Community Services Australia (ACSA)  
Aged Care Association Australia (ACAA)  
Allied Health Professions Australia (AHPA)  
Audiology Society of Australia (ASA)  
Australia and New Zealand Association of Neurologists (ANZAN)  
Australian Association of Massage Therapists (AAMT)  
Australian Association of Social Workers (AASW)  
Australian Children's Contact Services Association (ACCSA)  
Australian Commercial Dental Laboratories Association Inc (ACDLA)  
Australian Council of Social Services (ACOSS)  
Australian Dental Association Inc (ADA)  
Australian Health Promotion Association (AHPA)  
Australian Healthcare and Hospitals Association (AHHA)  
Australian Homoeopathic Association (AHA)  
Australian Kinesiology Association Inc (AKA)  
Australian Medical Association (AMA)  
Australian Natural Therapists Association (ANTA)  
Australian Private Hospitals Association (APHA)  
Australian Rehabilitation & Assistive Technology Association (ARATA)  
Australian Traditional-Medicine Society (ATMS)  
Dental Hygienists Association of Australia Inc (DHAA)  
Health Information Management Association of Australia Ltd (HIMAA)  
National Aboriginal Community Controlled Health Organisations (NACCHO)  
National Association of Community Legal Centres (NACLC)  
National Association of Tenants Organisations (NATO)  
National Enrolled Nurse Association (NENA)  
National Rural Health Alliance (NRHA)  
Network of Alcohol & Other Drug Agencies (NADA)  
Professional Aboriginal Health Worker Association of SA Inc (PAHWA)

### **Peak training bodies including:**

Australian Council for Private Education and Training (ACPET)  
Enterprise Registered Training Organisations Association (ERTO)  
TAFE Directors Australia (TDA)

### **Specific skills and VET agencies:**

National Quality Council  
Skills Australia  
State and Territory Training Authorities  
State and Territory Industry Training Advisory Bodies



## **Appendix: 5**

### *Case Study - Community Services Training Package Review 2006-2008 industry engagement*

The Community Services Training Package Review was a two year project resulting in updated national qualifications and competency standards in the new Package (CHC08). The last review was undertaken in 2002 and significant changes in industry had bypassed the CHC02 version of the Package. The last decade saw massive growth in the community services industry and greater complexity in client needs. One result of this growth was the expansion of the role of government as service purchaser as well as provider/employer. The large not for profit sector continued to adapt and expand to meet increased service provision over this period but without the resources to match increased organisational and workforce capacity.

The updated CHC08 Community Services Training Package provided the flexible skills framework for continued growth in the community services industry and a foundation for new approaches to workforce development.

Highlights on how the new CHC08 directly impacted service delivery and workforce reform include:

- Forty new skill sets complementing qualifications, supporting horizontal and vertical career pathway options and new service design through targeted competencies
- New Diploma of Counselling reflecting hard-won agreement from the sector, new career pathways into higher level skills in VET and higher education and replacement of a significant number of accredited courses
- Children's Services qualifications revised to better reflect work focusing on either early or middle childhood and with a skill set pathway for child care workers working with children aged from 0-12 years. Especially relevant for rural or remote environments
- A revised suite of Certificate III and IV qualifications in aged care, disability and home and community care with access to new medication administration and complex care competencies supporting employers unable to recruit enrolled and registered nurses and supporting skills recognition for traditionally low-paid but high value roles
- An integrated approach to child, youth and family intervention with streams for child protection, family support and statutory child protection across Certificate IV, Diploma and Vocational Graduate Certificate levels
- Updated mental health qualifications, competencies and skill sets for mental health including a new Diploma of Community Services (Mental Health) and integration of alcohol and other drugs work and mental health competencies reflecting the prevalent dual presentation of these issues in community services
- Skill sets in areas not previously addressed, such as financial literacy and problem gambling and available for a range of community services workers
- New integrated management qualifications and competencies ranging from a team leadership skill set to the Vocational Graduate Diploma Community Sector Management reflecting executive management and leadership roles in the community services industry
- New vocational graduate level qualifications supporting high level skills for client assessment and case management and statutory child protection and establishing career pathways spanning both the VET and higher education sectors.

## **Appendix: 6**

### *Case Study – Aboriginal and Torres Strait Islander Health Worker qualifications*

From 2002 to 2006, CS&HISC worked with key stakeholders to develop nationally endorsed qualifications to define the emerging work roles of Aboriginal and Torres Strait Islander Health Workers. Prior to these qualifications being developed, the work roles, occupational titles and status of workers in this area varied according to jurisdictional and workplace requirements. The new qualifications would reflect work roles based in rural or urban environments and for the delivery of limited health care services to clients living in communities that are isolated from mainstream health services.

Eight qualifications, across several levels, were developed to cover the Aboriginal Health Worker and Torres Strait Islander Health Worker roles. This provided improved career pathways for Aboriginal and Torres Strait Islander Health Workers both within Aboriginal and Torres Strait Islander Health work and the broader health industry. The new qualifications also deliver on recommendations of the National Aboriginal and Torres Strait Islander Health Workforce Strategic Framework developed in 2002. Other structures established under this framework include the national Aboriginal Health Worker and Torres Strait Islander Health Worker Association and the proposed addition of Aboriginal Torres Strait Islander Health Worker to the national registration and accreditation scheme for the health professions in 2012. The Aboriginal and/or Torres Strait Islander Health Work qualifications and competency standards included in the HLT07 Health Training Package are critical to these structures.

Funding for development of these qualifications from the then Australian National Training Authority in 2002 was insufficient and the CS&H ISC secured the required additional funding from the Commonwealth Department of Health and Ageing (DoHA).

## **Appendix: 7**

### *Selected competency projects and resources developed between 2008-2010*

- Community Services Workers and Volunteers Working with clients with Language Literacy and Numeracy Needs
- Oral Health Competencies for the Community Services and Health workforce
- Development and Humanitarian Assistance
- Respite Coordination
- Mental Health Peer Support
- Medical Imaging Assistance
- Community Rehabilitation Assistance
- Renal Care
- Disability Workforce Project
- Family Day Care Workforce Development Project
- Mental Health Articulation Project
- Impact of Aboriginal Health Worker qualifications in NSW
- MAGIC - Employment for: People with a disability, Mature job seekers, Parents returning to the workforce
- Careers that Matter website
- Pathways that Matter website
- Population Health Qualifications Resource Kit
- Aboriginal and/or Torres Strait Islander Health Worker
- Chronic Disease Self Management competency implementation resources

## **Appendix: 8**

CS&HISC Board Industry Representation – attached as a separated document

Appendix: 9

**Financial Report for the Period 1 July 2008 to 30 June 2009**

	Actual	Approved DEEWR Budget	Variance
<b><u>Activity Undertaken Utilising DEEWR ISC Funding</u></b>			
<b>Income</b>			
DEEWR funding allocated as Income	2,492,879	3,424,802	(931,923)
Interest Income	121,919	100,000	21,919
Sundry income	32,779	0	32,779
<b>Total Income</b>	<b>2,647,577</b>	<b>3,524,802</b>	<b>(877,225)</b>
<b>Expenses</b>			
Wages, Salaries and On Costs	1,508,869	1,802,755	293,886
Communication Expenses	81,366	107,790	26,424
Consultants Fees	557,213	778,454	221,241
Contract Management Fees	124,699	20,000	(104,699)
Premises Expenses	48,899	43,845	(5,054)
Office Equipment Expensed	7,957	5,830	(2,127)
Depreciation & Amortisation	96,560	80,700	(15,860)
Office Supplies	76,252	106,030	29,778
Travel	241,637	235,070	(6,567)
Audit Accounting & Insurance	180,397	73,909	(106,488)
Meeting Expenses	47,852	45,846	(2,006)
Other Expenses	113,930	207,467	93,537
<b>Total Expenses</b>	<b>3,085,631</b>	<b>3,507,696</b>	<b>422,065</b>
<b>DEEWR ISC Funding Operating Result/(Loss)</b>	<b>(438,054)</b>	<b>17,106</b>	<b>(455,160)</b>
<b><u>Additional Activities Undertaken</u></b>			
<b>Income</b>			
Sale of Training Packages and Support Materials	254,346	200,000	54,346
Other Government Funded Initiatives	1,826,080	2,745,310	(919,230)
Contract Management fees	220,104	242,992	(22,888)
Sundry Income	663,580	450,000	213,580
<b>Total Income</b>	<b>2,964,111</b>	<b>3,638,302</b>	<b>(674,191)</b>
<b>Expenses</b>			
Expenses attributed to Additional Activities	2,059,352	3,117,212	1,057,860
<b>Total Expenses</b>	<b>2,059,352</b>	<b>3,117,212</b>	<b>1,057,860</b>
<b>Additional Activities Operating Result/(Loss)</b>	<b>904,759</b>	<b>521,090</b>	<b>383,669</b>
<b>Surplus attributable to Reserves</b>	<b>466,705</b>	<b>538,196</b>	<b>(71,491)</b>